

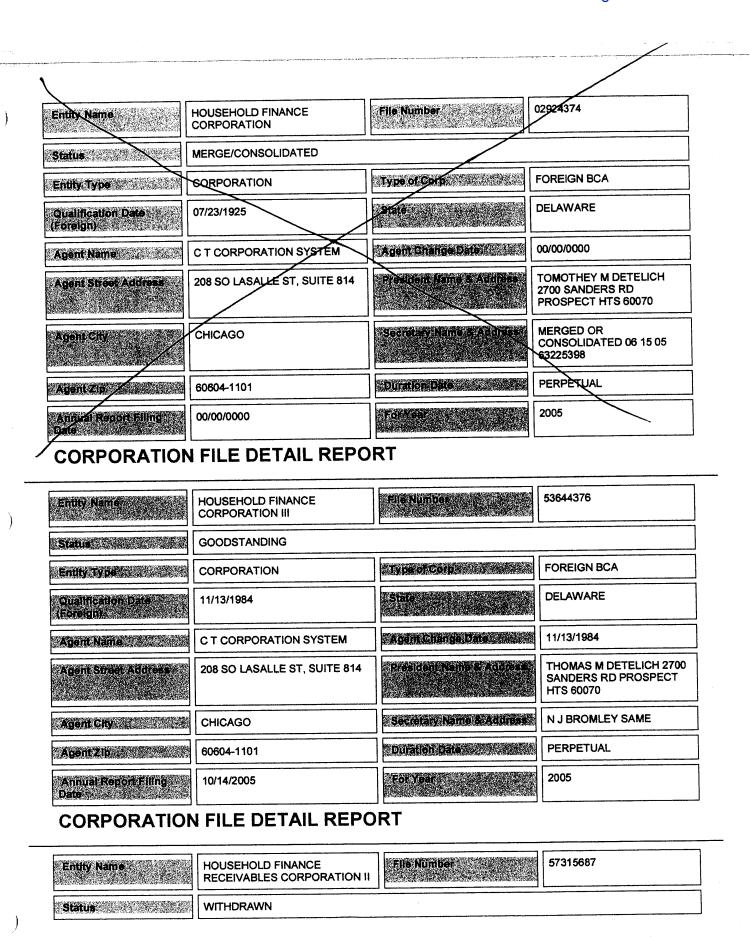
#### **DEPARTMENTS PUBLICATIONS** PRESS **PROGRAMS SERVICES** CONTACT

### **CORPORATION FILE DETAIL REPORT**

Entity Name	HSBC - GR CORP.	File Number	57713054
Status	GOODSTANDING		
Entity Type	CORPORATION	Type of Corp	FOREIGN BCA
Qualification Date (Foreign)	03/04/1994	State	DELAWARE
Agent Name	CT CORPORATION SYSTEM	Agent Change Date	03/04/1994
Agent Street Address	208 SO LASALLE ST, SUITE 814	President Name & Address	J D OTOOLE 2700 SANDERS RD PROSPECT HEIGHTS 60070
Agent City	CHICAGO	Secretary Name & Address	K L HECKNER SAME
Agent Zip	60604-1101	Duration Date	PERPETUAL
Annual Report Filing Date	00/00/0000	For Year	2006
Old Corp Name	11/08/2004 - HOUSEHOLD FINANCIAL GROUP, LTD.		

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# CORPORATION FILE DETAIL REPORT

Entity Name	HSBC MORTGAGE SERVICES INC.	File Number	56720707
Status	GOODSTANDING		
Entity Pype	CORPORATION	Type/of/Com	FOREIGN BCA
Qualification Date (Foreign)	02/19/1992	State 1/	DELAWARE
Agent Name	C T CORPORATION SYSTEM	Agenr Chance Date	02/19/1992
Agent Street Address	208 SO LASALLE ST, SUITE 814	President Name & Address	GARY R ESPOSITO 2700 SANDERS RD PROSPECT HTS IL 60070
Agent City	CHICAGO	Secretary Administrations:	M J HOLCOMB SAME
Agent Zip	60604-1101	Curation Care	PERPETUAL
Annual Report Filing Date	01/20/2006	FOTO SEE	2006
Old/Corp Name	10/20/1992 - HOUSEHOLD FINANCIAL SERVICES CORPORATION 08/12/2004 - HOUSEHOLD FINANCIAL SERVICES, INC.		

# CORPORATION FILE DETAIL REPORT

Entity Name	HOUSEHOLD INTERNATIONAL, INC.	Fila Number	52375592
Status	REVOKED		
Entity Type	CORPORATION	Type of Corp	FOREIGN BCA
Qualification-Date (Foreign)	05/04/1981	States 2	DELAWARE
Agent Name	C T CORPORATION SYSTEM	Agent Change Date	00/00/0000
Agent Street Address	208 SO LASALLE ST, SUITE 814	President Name & Address.	W F ALDINGER 2700 SANDERS RD PROSPECT HEIGHTS 60070
Agent City	CHICAGO	Secretary Name & Address	REVOKED 10 01 02
Agent Zip	60604-1101	Duration Date	PERPETUAL
Annual Report Filing	00/00/0000	För Year.	2002

### **CORPORATION FILE DETAIL REPORT**

## CORPORATION FILE DETAIL REPORT

Entity Name	HSBC FINANCE CORPORATION	File Number	63225398
Status	GOODSTANDING		
Entity:Type	CORPORATION	Type of Corp	FOREIGN BCA
Qualification Date (Foreign)	11/26/2003	State:	DELAWARE
Agent Name	C T CORPORATION SYSTEM	Agent Change Pate	11/26/2003
Agent Street Address	208 SO LASALLE ST, SUITE 814	President Name 3/Address	SIDDHARTH N MENTA 2700 SANDERS RD PROSPECT HTS IL 60070
Agent City	CHICAGO	Secretary Name & Accident	KENNETH H ROBIN SAME
Agent Zip	60604-1101	Ouration Cate	PERPETUAL
Annual Report Filling Date	10/14/2005	For Year	2005
Ola Sopp Name	06/15/2005 - HOUSEHOLD INTERN	IATIONAL, INC.	

### **CORPORATION FILE DETAIL REPORT**

Entity Name	HSBC - GR CORP.	File Number	57713054
Siarus	GOODSTANDING		
Entity Type	CORPORATION	Type of Corp.	FOREIGN BCA
Qualification Date (Foreign)	03/04/1994	State	DELAWARE
Agent Name	C T CORPORATION SYSTEM	Agent Change Pate	03/04/1994
Agent Street Address	208 SO LASALLE ST, SUITE 814	President Name & Adultase	J D OTOOLE 2700 SANDERS RD PROSPECT HEIGHTS 60070
Agent City	CHICAGO	Secretary Name & Address	K L HECKNER SAME
Agent Zip	60604-1101	Duration Date	PERPETUAL
Annual Report Filling	00/00/0000	ForYear	2006
Old Corp Name	11/08/2004 - HOUSEHOLD FINANCIAL GROUP, LTD.		

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Barbara D. Armstrong Consumer Specialist Office of the Attorney General 11 South Union Street Montgomery, Al. 36130

February 17, 2001

Dear Ms. Armstrong:

This letter is in response to a letter sent to you by Household Finance, dated 8 Feb 01.

Upon my review of this letter, I can only comment that it seems to have been written by an individual who knows he is completely in the wrong. In fact, you will note the many statements written by Mr. Cunningham which bear no resemblance to my complaint. This is characteristic of a defense tactic called "changing the subject", or attempting to draw emphasis upon unrelated points in order to influence the reader.

My complaint is clear, and has not been responded to by Mr. Cunningham.

1. His company is not licensed to write loans in the State of Alabama, yet they continue to masquerade as though they have full ability to service my mortgage.

 Once located, his office was provided <u>precisely</u> the same documentation <u>provided</u> the <u>original lender</u> in this matter. Then they continued to ask for more and more information, clearly intended to dodge or delay my request.

Once I finally located a branch office in Alabama, owned by Household, they were not able to locate my mortgage over the company computer system.

Ms. Armstrong, I ask that you put yourself in the shoes of a typical consumer. You need to change the conditions of your mortgage and when attempting to call the telephone number provided on the company billing statement, you are told they cannot locate your loan. Then when they finally locate the loan, you are informed they are not licensed to conduct business in your state, and cannot help you. Ms. Armstrong, do you believe the typical consumer would have the verve to call the Alabama Attorney General's office and register a complaint? I suggest the typical consumer would believe he had been robbed or scammed, and would have no idea where to turn. Even in my case—a professional with knowledge of who to call, it took several weeks and many expensive telephone calls to find an office that could even locate my mortgage and have some ability to speak to the issue. I remind you that your office did not even have a proper contact number to voice complaints to this company.

This is a very serious matter that can endanger the economic well-being of Alabama families. I'll be more than happy to provide any information your office may require, however, I hope your office can bring this matter to a proper conclusion. That conclusion can only be that a mortgage company not licensed to do business in our state SHOULD NOT be allowed to buy and trade mortgages in our state.

Thanks in advance for your attention to this most serious matter.

George D. McCarley

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BILL PRYOR

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# STATE OF ALABAMA OFFICE OF THE ATTORNEY GENERAL

Ex.53

ENERAL

ALABAMA STATE HOUSE 11 SOUTH UNION STREET MONTGOMERY, AL 36130 (334) 242-7300 WWW.AGO.STATE.AL.US

April 16, 2001

George D McCarley 211 Chestnut Street Roanoke, Alabama 36274

Re: Household Financial Services

Dear Mr. McCarley:

Enclosed please find a copy of a letter received from the above-referenced company in response to your complaint filed with this office. Based on a review of this letter, it is apparent that the matter cannot be resolved through our mediation process.

Though the Consumer Affairs Section does provide assistance by attempting to mediate consumer related complaints and can even initiate litigation against unfair or deceptive business practices against the public, the Attorney General cannot act as a private lawyer for you in this type of dispute. However, you are free to pursue this matter further through the assistance of a private attorney or by the filing of a complaint in Small Claims Court, if you so desire. On behalf of Attorney General Pryor, I regret that we could not obtain a resolution to your complaint. If this office can be of any assistance in the future, feel free to call on us.

Sincerely,

Barbara D. Armstrong Consumer Specialist

(334) 242-7336

Enclosure

Holes And Stranger St Page 1 of 3

A Household International Company

636 Grand Regency Boulevard Brandon, FL 33510

Fax 813. 571.8511

Barbara D. Armstrong Consumer Specialist Office of the Attorney General 11 South Union Street Montgomery, AL 36130



Re: George McCarley Household Account 2935534

Dear Ms. Armstrong:

Thank you for your correspondence dated 08-March-01 regarding a complaint filed with your office by George McCarley. We have reviewed our original response dated 08-February-01 issued to your office and Mr. McCarley. It is our position that a reasonable, detailed and factually accurate response was provided to Mr. McCarley's complaint in our 08-February-01 correspondence. However, in the spirit of cooperation, we are happy to issue a second correspondence for the benefit of Mr. McCarley.

Mr. McCarley's correspondence to your office dated 17-February-01 states:

"1. His company is not licensed to write loans in the State of Alabama, yet they continue to masquerade as though they have full ability to service my mortgage."

Household Financial Services (HFS) is the trade name for a mortgage servicing operation which services loans for a number of entities, including Household Finance Corporation of Alabama. Household Finance Corporation of Alabama is fully licensed to originate loans in the State of Alabama.

"2. Once located, his office was provided precisely the same documentation provided the original lender in this matter. Then they continued to ask for more and more information, clearly intended to dodge or delay my request."

Please note that the toll-free customer service number, written inquiry address and payment remittance address for HFS all appear on the Welcome Letter provided to Mr. McCarley when HFS obtained his loan contract from his original lender, HomeSense Financial Corp. of Alabama. The toll-free customer service number, written inquiry address and payment remittance address for HFS also appear on Mr. McCarley's monthly billing statement. We are unable to ascertain from Mr. McCarley's correspondence why he had difficulty in locating HFS.

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Mr. McCarley's loan contract entered into with HomeSense Financial Corp. of Alabama is a fully negotiable instrument that Household purchased on the secondary market. The servicing of this contract was transferred to HFS in June of 2000. Mr. McCarley's complaint indicates that HFS does not possess the ability to service his account. Please note that HFS is fully capable of servicing and enforcing all contracted terms of his existing mortgage. The origination of a new account is in no way associated with the ability to service Mr. McCarley's existing account, nor does Mr. McCarley's contract require the Lender to provide additional financing to the borrower.

Mr. McCarley requested a refinance of his existing loan contract. HFS maintains a telesales group that can assist existing customers in refinancing accounts currently serviced by HFS. The telesales area may process refinances in Alabama originating under the Household Finance Corporation of Alabama license (M3833). As a business decision, Household has elected not to originate loans in Alabama through this channel. However, strictly as a customer courtesy, HFS elected to assist Mr. McCarley through the telesales channel.

Any request for documentation made by HFS was the result of Mr. McCarley's inquiry for additional financing and were in no way related to the servicing of his existing loan agreement. The loan program requested by Mr. McCarley requires verification of income and ability to repay. Unfortunately, Mr. McCarley elected not to provide any documentation to verify income. Household is under no obligation to offer the same loan programs that may have been offered by Mr. McCarley's previous lenders.

"3. Once I finally located a branch office in Alabama, owned by Household, they were not able to locate my mortgage over the company computer system."

Household Finance Corporation of Alabama maintains retail branches in the following Alabama communities: Birmingham, Dothan, Hoover, Huntsville, Mobile and, Montgomery.

These branches service those loans originated through this retail branch network. As previously stated, Mr. McCarley's loan was purchased from HomeSense Financial Corp. of Alabama and not originated at one of our Alabama locations. The staffs at these locations do not have access to account information for accounts serviced by HFS. We regret that Mr. McCarley incurred any inconvenience by contacting one of Household Finance Corporation of Alabama's retail branches, however we must reiterate that the toll-free customer service number, written inquiry address Case 3:06-cv-00091-MEF-WC

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and payment remittance address for HFS appear on Mr. McCarley's monthly billing statement.

Frankly, we are at a loss to understand Mr. McCarley's assertions. Mr. McCarley's complaint does not result from the servicing of his existing account or a request to change the conditions on that account as asserted by Mr. McCarley. It is our position that Mr. McCarley wishes to obtain additional financing through a loan program not offered or available from HFS. This in no way impinges on any right contracted for in Mr. McCarley's loan agreement currently serviced by HFS.

As HFS does not offer the loan product requested by Mr. McCarley, we recommend he pursue financing options that may better meet his needs and that may be available through other lenders.

HFS is proud to be part of a financial services organization that has been providing superior products and services to our customers for more than 123 years. It is the policy of Household to conduct its business in full compliance with the laws and regulations of every community in which it operates and to adhere to the highest ethical standards.

We trust that this additional correspondence clearly addresses Mr. McCarley's concerns. Should Mr. McCarley require additional clarification on any point addressed, we will be more than happy to respond.

Thank you for the opportunity to respond to your inquiry. Should you require any additional information, please contact me directly at 1-813-571-8731.

Sincerely.

Curt A. Cunningham

Director - HFS Compliance

27-March-01